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eServices for the Internet r.1.00.01 Password Reset Utility

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in support of*

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IRM/OPS/SIO/APD





Revision History

The table that follows summarizes the revision history of this document.

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Contents

Section 1.0 Introduction	4
1.1 Assumptions	4
1.2 Procedure	4
Appendix A—Acronyms and Abbreviations	11

Figures

Figure 1. eServices for the Internet Login Page	5
Figure 2. ReCAPTCHA Page	5
Figure 3. ReCAPTCHA Entry	6
Figure 4. Password Email Notification.....	6
Figure 5. Password Reset Email	7
Figure 6. Login Page with Activation Code Field	8
Figure 7. eServices for the Internet Main Page	8
Figure 8. User Profile Information	9
Figure 9. User Profile Confirmation	9
Figure 10. Final Confirmation	10



Section 1.0 Introduction

The Applications Programming Division (APD) has developed a secure procedure that allows eServices for the Internet users to reset their passwords interactively. This should reduce the amount of time it would take to reset a password through a Help Desk call.

1.1 Assumptions

This procedure is predicated on the following assumptions and may not work as expected if they are not met:

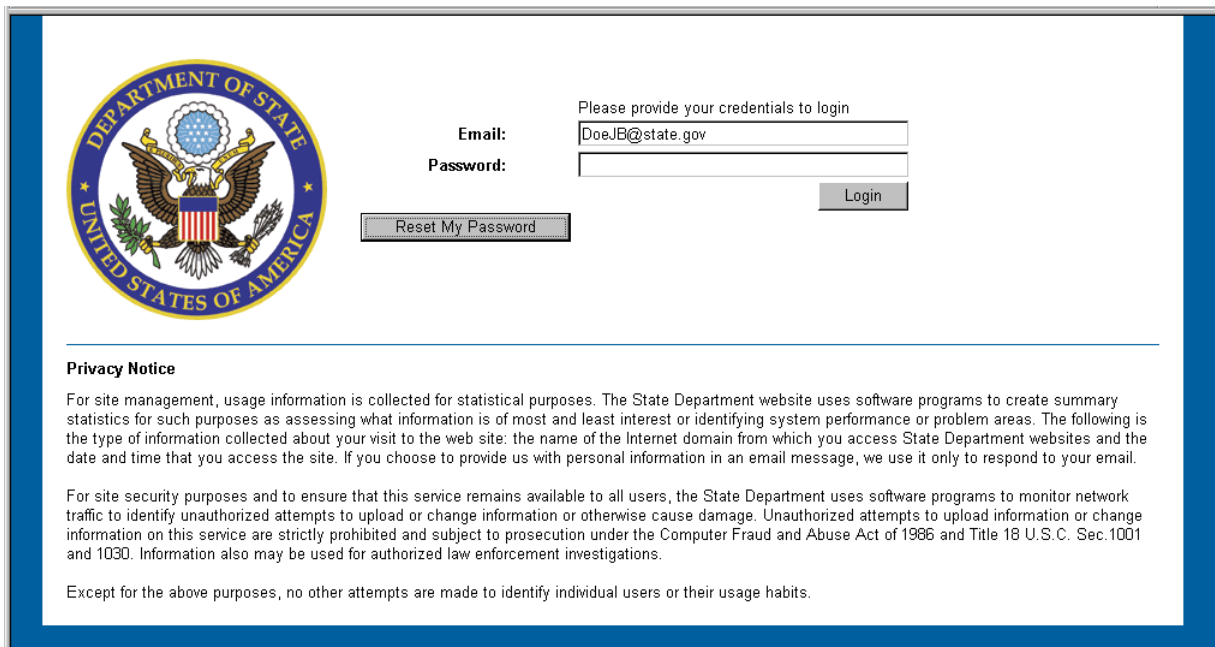
- The user must already have an account in eServices for the Internet.
- The user must have access to the associated e-mail account in eServices for the Internet.

1.2 Procedure

Users who wish to reset their passwords may now do so through the login page of eServices for the Internet. Following are the instructions for performing the password reset.

To reset your eServices for the Internet account password:

1. Access the eServices for the Internet main page at <https://iservices.state.gov> (see Figure 1).
2. Enter your eServices for the Internet login e-mail address.



Department of State
UNITED STATES OF AMERICA

Please provide your credentials to login

Email:

Password:

Login

Reset My Password

Privacy Notice

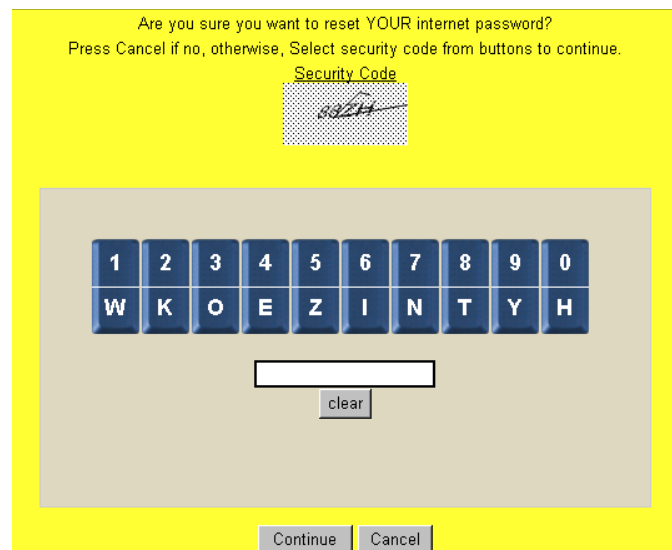
For site management, usage information is collected for statistical purposes. The State Department website uses software programs to create summary statistics for such purposes as assessing what information is of most and least interest or identifying system performance or problem areas. The following is the type of information collected about your visit to the web site: the name of the Internet domain from which you access State Department websites and the date and time that you access the site. If you choose to provide us with personal information in an email message, we use it only to respond to your email.

For site security purposes and to ensure that this service remains available to all users, the State Department uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Unauthorized attempts to upload information or change information on this service are strictly prohibited and subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec. 1001 and 1030. Information also may be used for authorized law enforcement investigations.

Except for the above purposes, no other attempts are made to identify individual users or their usage habits.

Figure 1. eServices for the Internet Login Page

3. Click **Reset My Password**. You will see a ReCAPTCHA image and page like the one in Figure 2.



Are you sure you want to reset YOUR internet password?
Press Cancel if no, otherwise, Select security code from buttons to continue.

Security Code

88214

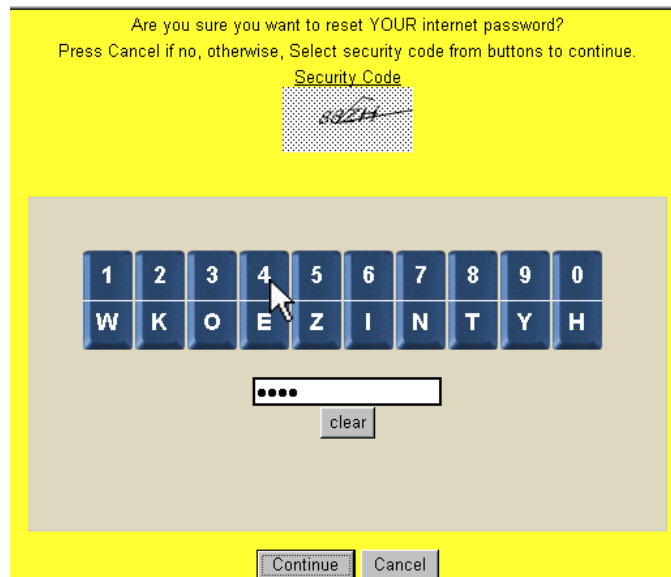
1	2	3	4	5	6	7	8	9	0
W	K	O	E	Z	I	N	T	Y	H

clear

Continue Cancel

Figure 2. ReCAPTCHA Page

4. Read the ReCAPTCHA code and duplicate it in the white entry field by clicking on the corresponding dark keys. The code will display as bullets in the white field (see Figure 3).



Are you sure you want to reset YOUR internet password?
Press Cancel if no, otherwise, Select security code from buttons to continue.

Security Code
69214

1	2	3	4	5	6	7	8	9	0
W	K	O	E	Z	I	N	T	Y	H

....

clear

Continue Cancel

Figure 3. ReCAPTCHA Entry

5. When you have completed copying the code, click **Continue**.
6. If you entered a registered e-mail address on the previous page and duplicated the code correctly on this one, you will see a message like the one in Figure 4:

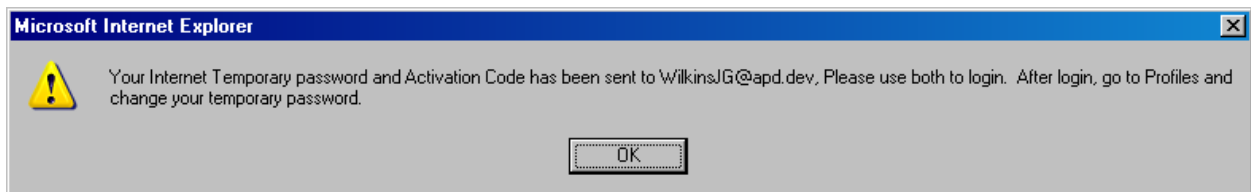


Figure 4. Password Email Notification

7. Check your e-mail for a message with login information. You should receive, usually within 10 minutes, a message that looks like the one in Figure 5:

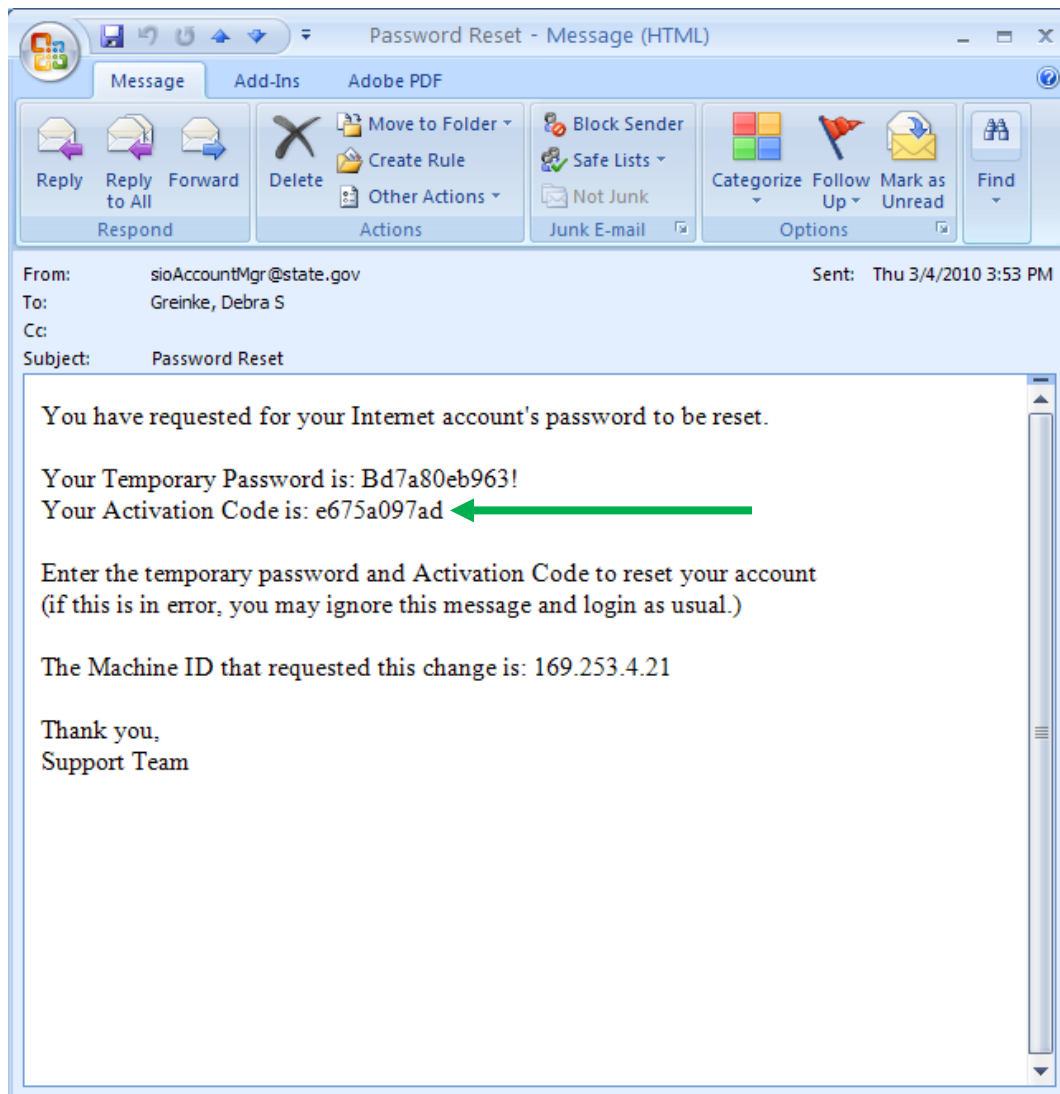
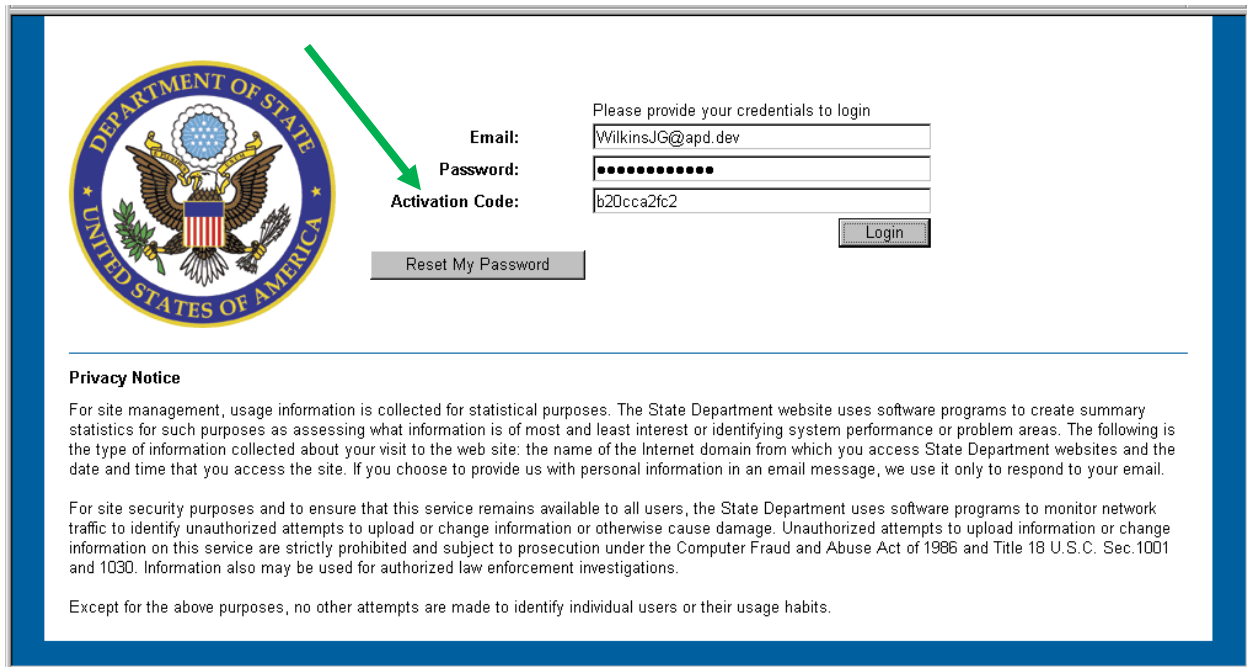


Figure 5. Password Reset Email

8. Highlight and copy the activation code (the second ten-digit field (green arrow)).
9. Go back to the eServices for the Internet login page. It should have updated to allow a new field for Activation Code (see Figure 6).



DEPARTMENT OF STATE
UNITED STATES OF AMERICA

Please provide your credentials to login

Email: WilkinsJG@apd.dev

Password:

Activation Code: b20cca2fc2

Login

Reset My Password

Privacy Notice

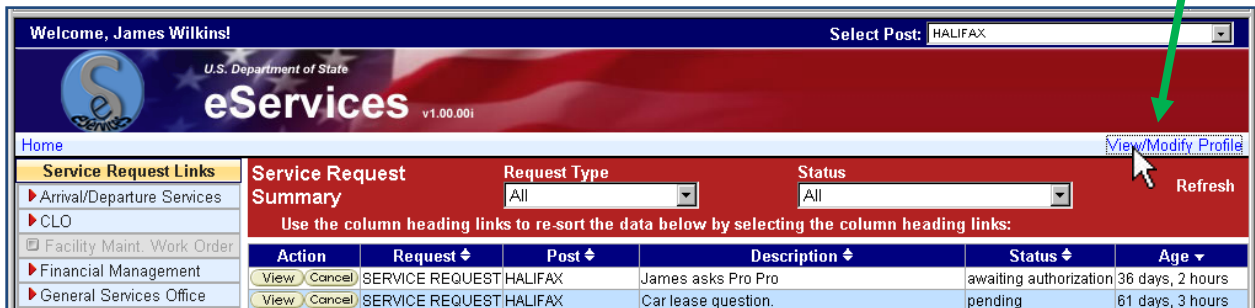
For site management, usage information is collected for statistical purposes. The State Department website uses software programs to create summary statistics for such purposes as assessing what information is of most and least interest or identifying system performance or problem areas. The following is the type of information collected about your visit to the web site: the name of the Internet domain from which you access State Department websites and the date and time that you access the site. If you choose to provide us with personal information in an email message, we use it only to respond to your email.

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Except for the above purposes, no other attempts are made to identify individual users or their usage habits.

Figure 6. Login Page with Activation Code Field

10. Paste the Activation Code in the appropriate field on the login page.
11. Go back to the email. Highlight and copy the temporary password.
12. Switch back to the login page and paste the password into the Password field.
13. Click **Login**. You should go directly to the eServices for the Internet main page.
14. Click **View/Modify Profile** (on the far right side of the light blue banner (see green arrow, Figure 7)).



Welcome, James Wilkins!

Select Post: HALIFAX

eServices v1.00.001

Home

Service Request Links

- ▶ Arrival/Departure Services
- ▶ CLO
- ▶ Facility Maint. Work Order
- ▶ Financial Management
- ▶ General Services Office

Service Request Summary

Request Type: All Status: All

Use the column heading links to re-sort the data below by selecting the column heading links:

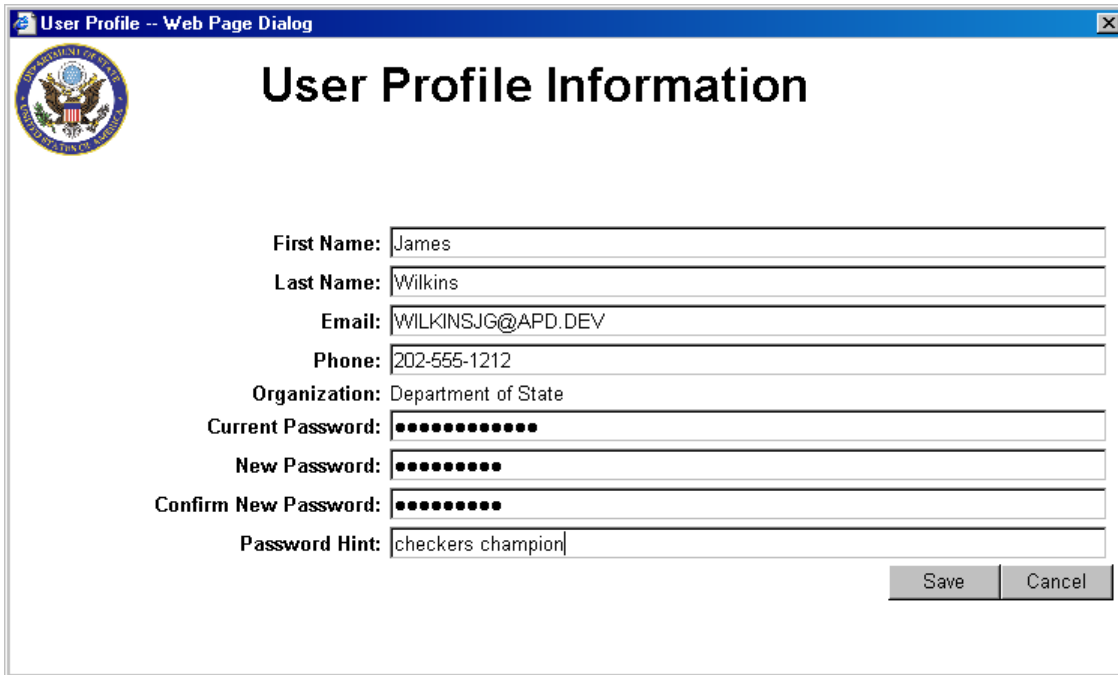
Action	Request	Post	Description	Status	Age
View Cancel	SERVICE REQUEST	HALIFAX	James asks Pro Pro	awaiting authorization	36 days, 2 hours
View Cancel	SERVICE REQUEST	HALIFAX	Car lease question.	pending	61 days, 3 hours

[View/Modify Profile](#) Refresh

Figure 7. eServices for the Internet Main Page

15. You will see the User Profile Information page. Paste the temporary password into the **Current Password** field. Enter a new password once in the **New Password** field

and again in the **Confirm New Password** field. Complete any other missing information and click **Save** (see Figure 8).



User Profile Information

First Name: James

Last Name: Wilkins

Email: WILKINSJG@APD.DEV

Phone: 202-555-1212

Organization: Department of State

Current Password:

New Password:

Confirm New Password:

Password Hint: checkers champion

Save Cancel

Figure 8. User Profile Information

16. If the fields pass all checks, you will see the following confirmation message (Figure 9):

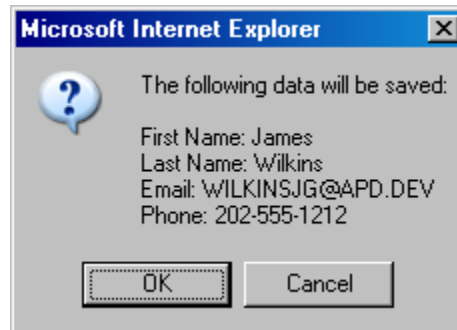


Figure 9. User Profile Confirmation

17. Click **OK**. You will see this final message (Figure 10):



Figure 10. Final Confirmation

18. You may now enter and use eServices for the Internet.



Appendix A—Acronyms and Abbreviations

The following acronyms and abbreviations are used in this document.

Acronym/Abbreviation	Definition
APD	Applications Programming Division